



ERIE COUNTY CIVIL SERVICE OPPORTUNITIES OPEN TO THE PUBLIC

ERIE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER
Please refer to our internet address at: www.erie.gov

A NON-REFUNDABLE \$20.00 PROCESSING FEE
OR APPLICATION FEE WAIVER AND CERTIFICATION FORM MUST ACCOMPANY EACH APPLICATION
(CHECK OR MONEY ORDER ONLY – PAYABLE TO: ERIE COUNTY DEPARTMENT OF PERSONNEL)
See reverse side of this announcement for fee waiver information

PATIENT ACCESS FINANCIAL COUNSELOR

NO. 60-581

\$26,535 - \$32,887

RESIDENCE REQUIREMENTS: THERE ARE NO RESIDENCY REQUIREMENTS FOR PARTICIPATION IN THIS EXAMINATION. There are nine full-time vacancies and one regular part-time (RPT) vacancy at the Erie County Medical Center.

A promotion examination will be held at the same time as this examination. The list resulting from the promotion examination will be used first but appointments from this open competitive examination are anticipated. Use of the list may be suspended after it is one year old for any position which it is practical to fill through a new promotion examination.

MINIMUM QUALIFICATIONS: Candidates must meet one of the following requirements on or before **August 12, 2009**: Graduation from high school or possession of a high school equivalency diploma and one year of clerical experience in health care financial counseling, medical billing including New York State Medicaid, insurance verification or patient registration.

NOTE: Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experience requirements.

DUTIES: A *Patient Access Financial Counselor* identifies and interviews uninsured/under-insured patients to assess qualifications for government or charity care programs; reviews and processes hardship requests/inability to pay; negotiates contractual payment plans and inputs information into computer system; assists patients in completing New York State Medicaid/Family Health Plus applications in an effort to obtain medical coverage; completes Financial Assistance Program applications to assess the patient's need for charity care; refers patients to the on-site Medicaid Satellite Office for review and processing of completed New York State Medicaid/Family Health plus applications.

SUBJECT OF EXAMINATION: The written test is designed to test for knowledge, skills, and/or abilities in such areas as:

- CODING/DECODING INFORMATION:** These questions test for the ability to use written directions to code and decode information accurately. You will be asked to apply sets of coding rules to code information and to interpret coded information. Complete directions will be provided; no previous knowledge of or training in any coding system is required.
- INTERVIEWING:** These questions test for knowledge of the principles and practices employed in obtaining information from individuals through structured conversations. These questions require you to apply the principles, practices, and techniques of effective interviewing to hypothetical interviewing situations. Included are questions that present a problem arising from an interviewing situation, and you must choose the most appropriate course of action to take.
- NAME AND NUMBER CHECKING:** These questions test for the ability to distinguish between sets of words, letters, and/or numbers that are almost exactly alike. Material is usually presented in two or three columns, and you will have to determine how the entry in the first column compares with the entry in the second column and possibly the third. You will be instructed to mark your answers according to a designated code provided in the directions.

A medical examination may be required before appointment.

VETERANS: PROOF OF SERVICE MUST BE SUBMITTED BEFORE LIST IS ESTABLISHED TO RECEIVE ADDITIONAL POINTS. (*See application for more information.*)

NOTICES TO APPEAR FOR THE EXAMINATION ARE MAILED APPROXIMATELY ONE WEEK PRIOR TO THE EXAMINATION DATE
NO CELL PHONES ARE PERMITTED AT THE EXAM SITE.

EXAMINATION DATE

SEPTEMBER 12, 2009

SEE
REVERSE
SIDE

APPLICATIONS MUST BE
POSTMARKED BY

AUGUST 12, 2009

SUBJECT OF EXAMINATION: (continued)

4. **OFFICE RECORD KEEPING:** These questions test your ability to perform common office record keeping tasks. The test consists of two or more "sets" of questions, each set concerning a different problem. Typical record keeping problems might involve the organization or collation of data from several sources; scheduling; maintaining a record system using running balances; or completion of a table summarizing data using totals, subtotals, averages and percents.
5. **UNDERSTANDING AND INTERPRETING WRITTEN MATERIAL:** These questions test how well you comprehend written material. You will be provided with brief reading selections and will be asked questions about the selections. All the information required to answer the questions will be presented in the selections; you will not be required to have any special knowledge relating to the subject areas of the selections.

NOTICE TO CANDIDATES: Unless otherwise noted, candidates are permitted to use quiet, hand held, solar or battery powered calculators. Devices with typewriter keyboards, "Spell Checkers", "Personal Digital Assistants", "Address Books", "Language Translators", "Dictionaries", or any similar devices are prohibited. You may not bring books or other reference materials.

NOTICE TO CANDIDATES WHO ARE ALSO TAKING ANOTHER CIVIL SERVICE EXAM(S) ON THIS DATE (See Below)
(IF YOU ARE TAKING 2 OR MORE ERIE COUNTY EXAMS ON THIS DATE IT IS NOT NECESSARY TO CALL)

INFORMATION FOR CANDIDATES

APPLICATION FORMS: You may obtain these forms in person at the Erie County Personnel Department, Rath County Office Building, 95 Franklin St., Buffalo. Forms are also available in the libraries and at Town, Village and School District administrative offices.

Mail your application form when completed to the Erie County Department of Personnel, 95 Franklin St., Buffalo, NY 14202.

Candidates who submit incomplete applications and documentation may be disqualified. The Erie County Department of Personnel reserves the right to reject for lateness or to accept applications filed after the advertised filing period.

MILITARY STATUS: Active duty military personnel may file an application for this exam. A special military make-up examination will be conducted for any member of the armed forces of the United States who has duly filed a timely application but who was deprived of the opportunity to compete in the scheduled exam due to active military duty. Special conditions apply to these requests and may be reviewed at the Erie County Department of Personnel.

VETERANS: Disabled and non-disabled veterans as defined in Section 85, New York State Civil Service Law, will have 10 and 5 points, respectively added to their earned scores if successful in the examination. You must claim these credits when you file application but you have an option to waive them any time prior to appointment. If you have already used these credits for a permanent position in NYS, you may not claim them again.

In conformance with section 85-a of the Civil Service Law, **CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY** shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

APPLYING FOR EXAMINATIONS IN MULTIPLE JURISDICTIONS ON SAME DATE. If you have applied for any other Civil Service exams for employment with New York State or any other local government jurisdiction, you must make arrangement to take all the exams at one test site.

If you have applied for both State and Local government exams, you must make arrangements to take all your exams at the State exam center by calling 1-877-NYS-JOBS (1-877-697-5627) no later than two weeks before the test date.

If you have applied for other local government exams, call or write each Civil Service Agency to make arrangements. You must make your request for these arrangements no later than three weeks before the date of the exams. You must notify all local government civil service agencies with whom you have filed an application of the location at which you wish to take your exam(s). For this exam call (716)858-7509 or write Erie Co. Personnel Dept., 95 Franklin St, Buffalo, NY 14202.

ADMISSION TO EXAMINATION: Notice to appear for the test will be conditional as review of application for minimum requirements may not be made until after the written test. Call or write this Department if you have not received your notice 3 days before the date of the test. You may not be admitted to the examination room without official notice.

SPECIAL ARRANGEMENTS: Applicants whose religious beliefs prevent their taking examinations before sundown on Saturday and physically handicapped candidates who require special examination facilities should so inform the Erie County Department of Personnel, by a separately mailed letter at the earliest possible date before the test.

RATINGS REQUIRED: Tests are rated on a scale of 100 with a passing mark at 70. Unless the announcement states otherwise, you must pass the written test and the oral test, if any. Test instructions may further divide the tests into parts and set minimum standards for each part.

TRAINING AND EXPERIENCE: If a subject of the examination, training and experience may not be rated if all passing candidates are expected to be immediately reachable for appointment. If rated, training and experience will be based on the statements in your application subject to verification. If this examination includes a qualifying written test, candidates admitted to the test will have conditional approval only. Final decision regarding the qualifications of candidates rests with the New York State Department of Civil Service.

VERIFICATION OF QUALIFICATIONS: Candidates may be investigated or called for an interview to verify information contained on the application.

Verifiable part-time and/or volunteer experience may be pro-rated toward meeting full-time experience requirements.

MEDICAL EXAMINATION: You may be required to take a medical examination to determine if you are medically and physically capable of performing the duties of the position.

In accordance with State Law, Governor's Executive Order 6, and Section 504 of the Federal Rehabilitation Act of 1973, as amended the County of Erie does not discriminate against handicapped persons in access to employment, during employment, or in any of its programs and activities.

ELIGIBLE LIST: The eligible list resulting from an examination may also be used for appointment to the same title or to any other title deemed to be similar and appropriate. Eligible lists are active for a minimum of one year and a maximum of four years from the date established.

Background Investigation: Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification. Applicants may be required to pay a fee for the investigation.

NOTE: Fingerprints are sometimes required at the time of appointment. When they are required, the fee involved must be paid by the appointee.

****IMPORTANT APPLICATION FEE –
READ CAREFULLY****

A \$20.00 filing fee is required for this exam. The required fee must accompany your application. Send or bring check or money order made payable to Erie County Personnel Department and write the examination number(s) on your check or money order. Do not send or bring cash, as the County cannot be responsible for cash payment. As no refund will be made, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified.

APPLICATION FEE WAIVER: A waiver of application fee will be allowed if you are unemployed and primarily responsible for the support of a household. In addition, a waiver of application fee will be allowed if you are determined eligible for Medicaid, or receiving Supplemental Security Income payments, or Public Assistance (Temporary Assistance for Needy Families/Family Assistance or Safety Net Assistance) or are certified Job Training Partnership Act/Workforce Investment Act eligible through a State or local social service agency.

All claims for application fee waiver are subject to verification. If you can verify eligibility for application fee waiver, complete a "Request for Application Fee Waiver and Certification: form and submit it with your application by the close of business on the Application Deadline as listed on the Examination Announcement. The form is available at the Erie County Personnel Department, 95 Franklin Street, Buffalo, NY (Room 604) or can be downloaded from the County's website at www.erie.gov. Click on "County Departments and Agencies", then "Erie County Civil Service".

This examination is prepared and rated by the New York State Department of Civil Service, and held in compliance with the New York State Civil Service Law and the rules and regulations of the New York State Department of Civil Service.